

ABSTRACT

The present invention is a Change Management Procedure that enables businesses and other enterprises to effectively manage, record, and communicate changes by employing a centralized control agency to review, approve, document, and communicate changes taking place within an enterprise. While the Change Management Procedure is applicable to any type of change, in the preferred embodiment the procedure manages changes in electronic computer systems including but not limited to architecture changes, outages (e.g., hardware, software or facility), replacement of hardware, upgrading of software, and rebooting of devices. By requiring that all changes be formally requested and approved, the Change Management Procedure prevents unauthorized changes. The Change Management Procedure also creates an audit trail that keeps a record of all changes for future reference. Another advantage of the Change Management Procedure is the communication of changes to operating units within the enterprise that are potentially interested in the change. At any step within the Change Management Procedure, entities that might be affected by a change may be notified of the change. Thus, potentially interested operating units can be aware of changes before they occur and can be informed of all changes that have occurred.